



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

January 11, 2010

Larry Hofer, Vice President People Services
CoxCom, Inc.
5159 Federal Blvd.
San Diego, CA 92105

Dear Mr. Hofer:

RE: FINAL MONITORING VISIT REPORT for CoxCom, Inc. – ET08-0279

Date of the Visit:	12/07/09
Beginning/Ending Time:	N/A
Date of Last Visit:	4/15/09
Visit Location:	Via Teleconference
Persons in attendance:	Kevin Phillips, Regional Training Manager; CoxCom; Bill Sacks, VP, Operations, National Training Company (Administrative Subcontractor); and Krista Campion, Contract Analyst, Employment Training Panel
Action Required:	No

CONTRACT INFORMATION

Term of Agreement:	12/17/07 – 12/16/09	Agreement Amount:	\$687,000
Training Start Date:	1/09/08	No. to Retain:	650
Date Training must be Completed:	9/16/09	Range of Hours:	24 – 200
Type of Trainee:	Retrainee	Weighted Ave. Hours:	Job 1 – 86 Job 2 – 66

**ACTION ITEMS REMAINING
FROM THE PRIOR VISIT:**

None

SACRAMENTO CENTRAL OFFICE
1100 J Street, 4th Floor
SACRAMENTO, CA 95814
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE
4640 Lankershim Blvd., Suite 311
NORTH HOLLYWOOD, CA 91602
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE
1065 East Hillsdale Blvd, Suite 415
FOSTER CITY, CA 94404
(650) 655-6930

SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

FINAL REPORT SUMMARY

• HISTORY OF AGREEMENT CHANGES

The Agreement was executed on 3/14/08. Training commenced on this project on 1/09/08 and the ETP class/lab tracking system reflects that the last day of ETP training was 9/15/09, which allows for the 90-day retention period to be completed within the term of the Agreement – 12/16/09.

There were no Modifications or Amendments processed for this Agreement.

• INTERVIEW WITH KEVIN PHILLIPS, REGIONAL TRAINING MANAGER

This project was designed to train 650 workers at CoxCom's San Diego facilities; of which 145 Job 1 retrainees were identified as those who work in the company's software development functions, including broadcast teleproduction and postproduction; and 505 Job 2 SET frontline workers. Training was designed to provide technical job skills in digital technology and high performance workplace skills for improved customer service.

Mr. Phillips reported that, although the company was unable to complete all training as planned, overall the ETP contract was successful in improving the job skills of Field Service Staff, Technical Support Staff and Customer Service Staff. He reported that workers were trained in Digital Technology and with the help of ETP the company was able to train more workers than what they would otherwise have been able to do. As a result of the training, the job skills and effectiveness of staff has improved.

Mr. Phillips also reported that, due to the slowdown in the economy during the term of the Agreement, a significant amount of training was delayed or scaled back. Additionally, the company experienced some reductions in force in 2008. As a result, many trainees did not complete the minimum number of hours (24) to qualify for reimbursement and were dropped or will be dropped (see projected earnings below).

PROJECT STATUS PROVIDED BY THE CONTRACTOR

Trainees Started Training:	443	Completed Training:	279
Trainees Enrolled:	515	Completed Retention:	279
Dropped Following Enrollment:	*212	In Retention Period:	0
No. Completed Minimum Reimbursable Hours :	279		

**There are approximately 24 additional drops to be submitted in this project prior to the submission of the final closeout invoice.*

The following are the performance statistics shown in the ETP class/lab tracking system as of the date of this report:

Job Number - #Specified To Retain	Number of Retrainees with 24 Minimum Hours	Range of Training Hours Completed	Projected Number to be Retained
Job 1 – 145 (Retrainee)	11	24 – 91	11
Job 2 – 505 (SET Retrainee)	268	24 – 200	268
Total - 650	279	24 – 200	279

PROJECTED EARNINGS / NUMBER TO RETAIN

Mr. Sacks reported that 279 retrainees (43% of planned trainees) have completed training, which is confirmed in the ETP class/lab tracking system, and all are projected to complete the 90-day retention period. The per trainee reimbursement for class/lab training is based on the total actual number of training hours completed for each trainee, provided the minimum (24) and no more than the maximum (2000) class/lab training hours are completed, and all other Agreement terms and conditions are met.

The 279 retrainees referenced above have completed from 24 to 200 hours of class/lab and Advanced Technology (AT) training, for a grand total of 17,109 hours of training. **This equates to a potential reimbursement of \$336,701, assuming that all Agreement performance requirements are met.** This amount is approximately 49% percent of the Agreement amount.

CLOSEOUT INVOICE

The Analyst reminded Mr. Sacks that the final closeout invoice is due to ETP within 30-days of the end term date of the Agreement or 1/16/2010. If CoxCom is unable to submit the closeout invoice by that date, you are instructed to request an extension through the ETP help desk by e-mailing your request to help@etp.ca.gov. To date, CoxCom has been reimbursed by ETP a total of \$261,457 in progress payments, of which \$16,043 is considered *earned*.

AUDIT

CoxCom, Inc. will be notified in writing if this Agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information in this letter, please contact Ms. Campion at 619-686-1917, or at kcampion@etp.ca.gov, within ten (10) working days from the receipt date of this letter.

Sincerely,



Diana Torres, Manager
San Diego Regional Office



Krista Campion, Contract Analyst
San Diego Regional Office

cc: Kevin Phillips, Regional Training Manager, CoxCom
William Sacks, National Training Company
Kulbir Mayall, ETP Fiscal Manager
Master File
Project File
Final Report File